



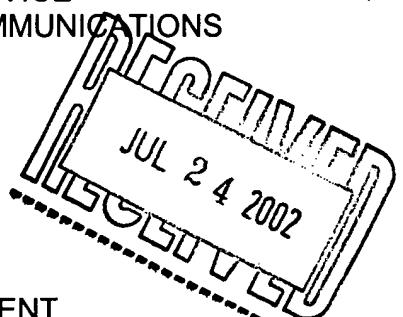
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010284

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit: 2161 :  
In re application of :  
Smith et al. :  
Serial No.: 10/074,325 :  
Filing Date: February 12, 2002 :

METHODS AND SYSTEMS FOR  
COMMUNICATING WITH SERVICE  
TECHNICIANS IN A TELECOMMUNICATIONS  
SYSTEM



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Applicants, in accordance with the duty of disclosure pursuant to 37 C.F.R. § 1.56, hereby advise the United States Patent and Trademark Office of the references listed on the accompanying form PTO-1449 *Information Disclosure Statement by Applicant*. Copies of the references cited therein are enclosed.

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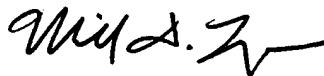
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Applicants note that although the cited references may be relevant to the examination of the above-referenced application, under 37 C.F.R. § 1.97(h), the filing of this *Information Disclosure Statement by Applicant* "shall not be construed to be an admission that the information cited in the statement is, or is considered to be, material to patentability as defined in § 1.56(b)."

Respectfully submitted,



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| Form PTO-1449<br><br>U.S. DEPARTMENT OF COMMERCE<br>PATENT AND TRADEMARK OFFICE<br><br>INFORMATION DISCLOSURE<br>STATEMENT BY APPLICANT<br><br>(Use several sheets if necessary) |  | Atty. Docket No.<br>010284       | Serial No.<br>10/074,325 |
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|  |  | Applicant<br>Smith et al.        |                          |
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| Examiner Initial | Document Number | Public. Date | Country or Patent Office | Class | Sub-Class | Transl Y N |
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